

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name:	South Central Correctional Center			
Custody Level	C-5		Warden	Michael Bowersox
Total Acreage	205		Address	255 West Highway 32
Acreage w/in Perimeter	45			Licking, MO 65542
Square Footage	400,000		Telephone:	(573) 674-4470
Year Opened	2000		Fax:	(573) 674-4908
Operational Capacity/Count (as of January 15, 2012)	1692/1575			
General Population Beds (capacity and count as of January 15, 2012)	1152/1150		Deputy Warden	Terrena Ballinger
Segregation Beds (capacity and count as of January 15, 2012)	331/312		Deputy Warden	Roger Terry
Treatment Beds (capacity and count as of January 15, 2012)	0		Asst. Warden	Michele Buckner
Work Cadre Beds (capacity and count as of January 15, 2012)	182/116		Asst. Warden	N/A
Diagnostic Beds (capacity and count as of January 15, 2012)	0		Major	Anthony Williams
Protective Custody Beds (capacity and count as of January 15, 2012)	0			

1. Capital Improvement Needs:

a. How would you rate the overall condition of the physical plant of the institution?

The overall condition of the physical plant of South Central Correctional Center is average. The buildings are in need of paint; the roofs and pipes leak; metal doors are rusting; windows are cracked and their seals are broken; locking systems fail; and there are several areas which are in need of masonry repairs.

b. What capital improvement projects do you foresee at this facility over the next six years?

South Central Correctional Center expects the mobile office unit which currently houses our training department will require replacement within the next five (5) years. The computers within the institution are in desperate need of upgrade/replacement.

- c. How critical do you believe those projects are to the long-term sustainability of this facility?**

All of the listed repairs and projects are each critical and essential to the operation of South Central Correctional Center.

2. Staffing:

- a. Do you have any critical staff shortages?**

Currently, SCCC has a critical staff shortage which includes both key food service and custody personnel. SCCC originally was allocated seven (7) Functional Unit Managers; however, due to budget issues, the positions were reallocated to other DOC entities. Because of an increased workload related to MRP, we are in need of one (1) FUM position.

- b. What is your average vacancy rate for all staff and for custody staff only?**

South Central Correctional Center's average vacancy rate for 2011 was 38 (thirty-eight). Of the total, 25 (twenty-five) were custody staff members.

- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?**

The accrual and usage of compensatory time significantly impacts operations from a custody and food service staffing viewpoint and it negatively impacts staff morale. The accrual and usage of compensatory time by non-custody staff creates minimal impact.

- d. What is the process for assigning overtime to staff?**

Custody staff overtime assignment is outlined in the union agreement. Officers are first given the opportunity to volunteer. If there still remains a deficiency in meeting minimum staffing levels, the mandatory overtime list is utilized. The mandatory list requires the officer(s) at the top of the list to report for duty, if not currently on duty.

Non-custody staff members are assigned overtime as needed for special assignments/circumstances. Non-custody staff that work ten (10) hour days accrue compensatory time when their regular day off falls on a paid holiday.

- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?**

There were two (2) mandatory payouts in 2011. One payout was provided for all staff and the other payout was for those in Corrections Officer I/II positions. Approximately sixty (60) percent of compensatory time accrued at South Central Correctional Center was paid out and forty (40) percent of the time was either utilized as paid time off or left "on the books."

- f. Is staff able to utilize accrued comp-time when they choose?**

South Central Correctional Center makes every effort to flex off any earned overtime by both custody and non-custody staff members to minimize the accrual of compensatory time.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?**

There are 332 offenders who are currently enrolled in school at South Central Correctional Center, which is approximately 23% of the total offender population at the institution. It is further noted that 85% of the eligible offenders who are not in Administrative segregation are enrolled in school.

- b. How many (and %) of inmate students earn their GED each year in this institution?**

Approximately 100 offenders earn their GED each year at South Central Correctional Center which is approximately 6.4% of the total offender population at the institution. 16% of the eligible offender population received their high school equivalency during the past fiscal year.

- c. What are some of the problems faced by offenders who enroll in education programs?**

There are several barriers cited by both staff and offenders which affect progress toward obtaining a GED. These barriers include:

- *Lack of basic education skills including reading, mathematics, and language*
- *Lack of maturity*
- *Lack of motivation*
- *Strong negative attitude about the benefits of education*
- *Strong peer pressure and a negative prison culture toward education*

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?**

Does not apply to South Central Correctional Center.

- b. How many beds are allocated to those programs?**

Does not apply to South Central Correctional Center.

- c. How many offenders do those programs serve each year?**

Does not apply to South Central Correctional Center.

- d. What percent of offenders successfully complete those programs?**

Does not apply to South Central Correctional Center.

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?**

Does not apply to South Central Correctional Center.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?**

Does not apply to South Central Correctional Center.

- b. How many offenders (and %) participate in these programs each year?**

Does not apply to South Central Correctional Center.

- c. Do the programs lead to the award of a certificate?**

Does not apply to South Central Correctional Center.

- d. Do you offer any training related to computer skills?**

Does not apply to South Central Correctional Center.

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?**

South Central Correctional Center's MVE Furniture Restoration Factory manufactures new office furniture and provides furniture restoration services.

- b. How many (and %) of offenders work for MVE at this site?**

South Central Correctional Center currently has sixty-two (62) offenders working for MVE. This represents 3.9% percent of SCCC's offender population.

- c. Who are the customers for those products?**

MVE's customers include both local and state government entities, including schools and libraries; they provide services for Missouri State Government employees, and for Missouri non-profit organizations.

- d. What skills are the offenders gaining to help them when released back to the community?**

MVE offender workers learn a wide range of skills through their employment. These skills include the following:

- *Cabinet Making*
- *Carpentry*
- *Fabric Cutting*
- *Furniture Refinishing*
- *Equipment/Building Maintenance*
- *Office Management*
- *Production Laborer*
- *Sewing Machine Repair And Operation*
- *Upholstery Skills*

MVE is committed to creating relevant job training for offenders so they may become productive citizens. The offenders in MVE receive special classroom training through a PBS series entitled "Workplace Essential Skills." A computer literacy training program, "Jan's Illustrated Computer Literacy 101," is also offered and is taught via CD on a stand-alone computer. This year a Mavis Beacon typing program was added as an addition to the computer training. Upon completion of these classes, certificates are issued to the offenders.

7. Medical Health Services:

a. Is the facility accredited by the National Commission on Correctional Health Care?

South Central Correctional Center is accredited by the National Commission on Correctional Health Care.

b. How many offenders are seen in chronic care clinics?

Approximately 250-300 offenders are seen each month in chronic care clinics at South Central Correctional Center.

c. What are some examples of common medical conditions seen in the medical unit?

Some of the most common medical conditions seen in South Central Correctional Center's Medical Unit include colds/allergies, injuries(sprains/lacerations), rashes, pain complaints, GI complaints, and cardiac events.

d. What are you doing to provide health education to offenders?

South Central Correctional Center provides health education to offenders through an annual health fair, via the offender education channel, through one-on-one education from the nursing staff, and via medication/disease education.

e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

South Central Correctional Center has not had any active cases of Tuberculosis in the past year.

f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain.

Yes, the aging population is affecting health care at South Central Correctional Center just as it is affecting health care everywhere else. The institutional infirmary has permanent patients and has seen an increase in chronic issues related to ambulation and mobility, cardiac and lung diseases, vision impairment, and dementia.

8. Mental Health Services:

a. How do offenders go about obtaining mental health treatment services?

Offenders at South Central Correctional Center who are currently on psychotropic medications are seen every thirty (30) days for chronic care encounters. General Population (MH01 & MH02) and Chronic Care Clinic (MH03 and above) offenders may also utilize a Medical Service Request (MSR) form to schedule encounters with Mental Health Services staff as needed. Offenders can also be referred for services by custody staff, medical staff, or any other DOC staff member. Involuntary Medication status offenders are seen every 14 days by a Psychiatrist. Those requiring Crisis Intervention/Prevention regardless of their mental health placement may self-declare or referred by staff for immediate assistance as needed. Offenders that are placed in the Administrative of Disciplinary Segregation Units are initially seen weekly during Administrative Segregation Rounds, upon completion of thirty consecutive, and once every 90 days until their discharge from that unit.

b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

*There has been **zero** (0) successful suicides at South Central Correctional Center during the past year (.0000% of the population). There are nine (9) suicide cells with one being a “padded cell.” The mental Health Department also provides “close observation” to offenders in need of this intervention due to decompensation or other factors.*

The Mental Health department has multiple interventions for the prevention of suicide. The department participates in CORE Training and provides suicide prevention and mental illness classes multiple times throughout the year for staff members.

The offenders are afforded prevention and intervention strategies to include individual, grief and crisis counseling services as warranted. “You Can Prevent Suicide” posters are strategically placed noting the warning signs and what do if they suspect their self or another offender is at risk. Offenders may also “self declare” a mental health emergency.

Group therapy regarding Depression, Anger Management, and Coping also serve as points of assistance, prevention, and intervention.

The Mental Health Department participated in the institutional health fair with a theme “Don't Get it Twisted” with an emphasis on Cognitive Distortions and Thinking Errors. Information was provided to the 669 attending offenders regarding stress management, how to cope, relaxation techniques, anger management, and a list of available therapy groups. Providing this information will result in markedly increased awareness.

c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

Approximately 219 South Central Correctional Center offenders are currently on psychotropic medications which is 13.84% of the total offender population.

d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

There are 219 offenders at South Central Correctional Center who are currently documented as chronically, mentally ill (MH3 or above). The chronically mentally ill are systematically seen by the psychiatrist based upon their mental health level i.e., MH03 (at least once every thirty (90) days and MH04 (once every 14 days). The institution has eleven (11) MH04'S of which nine (9) are on Involuntary Medications. Upon arrival an Intake Evaluation and Individual Treatment Plan is completed. The treatment Plan is reviewed by a treatment team and updated as needed but no later than every six months. Counselors are required to see Chronic Care Clinic offenders at least once every thirty days. All offenders placed on Suicide Watch or Close Observation status require twenty-four hour monitoring and are seen daily until resolution of the presenting issues. Offenders that remain on Suicide Watch for over three days (72 hrs) are considered for a higher level of care. Offender cases that meet criteria are forwarded to the Special Needs Unit (SNU), Social Rehabilitation Unit (SRU), or the Secure Social Rehabilitation Unit (SSRU) for consideration for admissions.

8. What is your greatest challenge in managing this institution?

Personnel matters are sometimes the greatest challenge.

9. What is your greatest asset to assist you in managing this institution?

Staff is the greatest asset to assist in managing South Central Correctional Center.

10. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

The institution has twenty-six (26) working vehicles plus one (1) new 2012 van (not put into service yet) and one (1) non-functional vehicle. The oldest is a 1998 Ford van and the newest is a 2012 Ford van. Nineteen (19) of the vehicles are 2001 models or newer. Nine (9) vehicles in our fleet have over 100,000 miles on them. In 2011, approximately \$50,000 was spent to replace vehicles within our fleet.

11. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

The custody staff's morale at South Central Correctional Center has been assessed to be at a high level. However, their major complaints seem to be health insurance, compensatory time accrual/payment, and their salaries.

12. Caseworkers:

A. How many caseworkers are assigned to this institution?

South Central Correctional Center currently has nineteen (19) Case Management I staff members and two (2) Corrections Classification Assistants.

B. Do you currently have any caseworker vacancies?

South Central Correctional Center has one (1) Corrections Classification Assistant vacancy

C. Do the caseworkers accumulate comp-time?

On occasion Case Managers and CCA's, currently assigned to ten (10) hour shifts, may accrue compensatory time due to holidays on their RDO or other special circumstances including institutional searches, training, etc. Every attempt is made to "flex" the overtime within the same work week.

D. Do the caseworkers at this institution work alternative schedules?

Yes. Some Case Managers and CCA's work 5-eight hour shifts and others work 4-ten hour shifts.

E. How do inmates gain access to meet with caseworkers?

Offenders at South Central Correctional Center may meet with caseworkers during established office hours on Monday through Friday. Assistance outside office hours is available by written request.

F. Average caseload size per caseworker?

The average caseload size is approximately seventy-two (72) offenders per caseworker/corrections classification assistant.

▪ **# of disciplinary hearings per month?**

The average total number of disciplinary hearings held each month is 450. Because caseworkers are responsible for these hearings, this equates to an average of 23 hearings per caseworker each month.

▪ **# of IRR's and grievances per month?**

The average total number of IRR's and grievances filed each month is 500. This equates to an average of 26 IRR's and grievances per Case Manager per month.

▪ **# of transfers written per month?**

The average total number of transfers written each month is 50.

▪ **# of re-classification analysis (RCA's) per month? 199**

The average total number of RCA's completed each month is 200.

G. Are there any services that you believe caseworkers should be providing, but are not providing?

South Central Correctional Center Case Management Staff are currently providing all essential departmental services currently available.

H. If so, what are the barriers that prevent caseworkers from delivering these services?

Not applicable.

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

South Central Correctional Center classification staff members currently facilitate Anger Management classes, Inside-Out Dads and Pathways to Change.

J. What other duties are assigned to caseworkers at this institution?

South Central Correctional Center's caseworkers are also assigned the following duties:

- *AICS (Adult Internal Classification System)*
- *Aiding Custody Staff*
- *Answering Offender Written Correspondence Responses*
- *Answering Phone Calls from Offender Family Members*
- *Assisting Offenders with Various Re-entry Issues*
- *Assisting with Staff Interview Panels as Needed*
- *Classification Hearings*
- *Conducting Offender Classification File Audits*
- *Disciplinary Hearings – Major and Minor*
- *Escorting Offenders*
- *Facilitation of Offender Programs*
- *Holding Open Office Hours*
- *Institutional Inspections*
- *IRR's/Grievances*
- *Offender Room/Cell Moves*
- *Offender Transfers*
- *Processing Offender Visiting Applications*
- *Processing TAP's (Transition Accountability Plans)*
- *Processing Administrative Segregation Extensions*
- *Processing Appliance Purchase Requests*
- *Processing Censorship Packets/Materials*
- *Processing Conditional Release Extensions*
- *Processing Daily Housing Unit Statistics Reports*
- *Processing Department of Revenue ID's*
- *Processing Offender Attorney Phone Calls*
- *Processing Offender Clothing Forms*
- *Processing Offender Enemy Waivers*
- *Processing Offender Green Checks*
- *Processing Offender Job Assignment Changes*
- *Processing Offender Legal Mail*
- *Processing Offender Progress Reports*

- *Processing Offender Work Release Applications*
- *Provide Notary Services*
- *Purging Classification Files*
- *RCA's (Reclassification Analysis)*
- *Submitting Requests for Investigation*
- *Writing and Interviewing Offender Conduct Violations*

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution?

There are two (2) Probation and Parole Officer II staff members and one (1) Probation and Parole Unit Supervisor assigned to South Central Correctional Center.

B. Do you currently have any staff shortages?

South Central Correctional Center does not currently have any staff shortages in the Probation and Parole unit.

C. Do the parole officers accumulate comp-time?

The parole officers at South Central Correction Center do not accumulate compensatory time.

D. Do the parole officers at this institution flex their time, work alternative schedules?

There are certain situations which require the probation and parole officers at South Central Correctional Center to work alternative schedules and "flex" their time.

E. How do inmates gain access to meet with parole officers?

Offenders at South Central Correctional Center may meet with the probation and parole officers during established office hours on Monday through Friday. Assistance outside office hours is available by written request.

F. Average caseload size per parole officer?

The average caseload size is approximately 791 offenders per probation and parole officer. (1583 offenders/2 probation and parole officers = 791.5 offenders per probation and parole officer)

- **# of pre-parole hearing reports per month?**

Each probation and parole officer prepares an average between ten (10) and fifteen (15) pre-parole hearings each month.

- **# of community placement reports per month?**

Each probation and parole officer prepares an average of five (5) reports per month, with approximately ten (10) special reports (i.e. Proceed with Release reports, etc.) completed per month in lieu of community placement reports.

- **# of investigation requests per month?**

Each probation and parole officer completes an average of fifteen (15) investigation requests per month.

G. Are there any services that you believe parole officers should be providing, but are not providing?

South Central Correctional Center probation and parole officers are currently providing all essential departmental services currently available.

H. If so, what are the barriers that prevent officers from delivering these services?

Not applicable.

I. What type of inmate programs/classes are the parole officers at this institution involved in?

South Central Correctional Center probation and parole officers are not involved in any offender programs/classes.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

South Central Correctional Center does not have any other issues to discuss with or bring to the attention of the members of the Joint Committee on Corrections.

16. Does your institution have saturation housing? If so, how many beds?

Not applicable.

17. Radio/Battery Needs:

a. What is the number of radios in working condition?

South Central Correctional Center currently has 478 radios in working condition.

b. Do you have an adequate supply of batteries with a good life expectancy?

South Central Correctional Center has an adequate supply of batteries with a good life expectancy.

c. Are the conditioners/rechargers in good working order?

South Central Correctional Center's conditioners/rechargers are in good working order.